

CARES

Client Assistance for Reemployment and Economic Support

September 29, 2003



**Deloitte
Consulting**

Agenda

- ✓ Definition of CARES
- ✓ History/Background
- ✓ Program Areas Supported
- ✓ Key Statistics
- ✓ Management Structure
- ✓ Strengths
- ✓ Challenges
- ✓ Future Direction
- ✓ Q&A

What is CARES?

- ✓ CARES supports the Income Maintenance (IM) and Employment Programs operations of the Wisconsin Department of Workforce Development (DWD) and the Department of Health and Family Services (DHFS).
- ✓ It is used by local IM agencies (county and tribal agencies), W-2 Agencies (private and public) and state staff.

What is CARES?

✓ CARES:

- Determines and tracks eligibility for Medicaid (including BadgerCare and SeniorCare), Food Stamps, the SSI Caretaker Supplement (CTS), W-2, and Child Care
- Issues benefits/ payments for W-2 and Child Care
- Interfaces with other systems that issue benefits and handle ongoing benefits management functions (paying claims, tracking patient accounts, etc.) for Medicaid, CTS and Food Stamp programs
- Provides tools for workers to manage Employment Programs/ TANF - including Wisconsin Works (W-2), Welfare to Work (WtW), Children First, and Workforce Attachment and Advancement (WAA) participation

History

- ✓ January 1992 - Deloitte Consulting was initially contracted by the State for the design, development, and implementation of CARES system. It replaced Computer Reporting Network (CRN) System. Initial implementation included the Aid to Families with Dependent Children (AFDC), Medicaid, and Food Stamps programs
- ✓ January 1994 - CARES is implemented (rolled out state-wide by July 1994)
- ✓ July 1996 - CARES automates the Child Care eligibility and authorizations.
- ✓ September 1997 - W-2 is implemented in CARES

Program Areas

- ✓ Employment Programs (DWD)
- ✓ Child Care (DWD)
- ✓ Food Stamps (DHFS)
- ✓ Medicaid & Family Services (DHFS)
- ✓ Long-Term Care (DHFS)
- ✓ Senior Care (DHFS)

Subsystems

✓ CARES has 21 subsystems, organized under six general areas:

- Applicant Processing
 - Client Registration, Application Entry, Standard Filing Unit, and Eligibility Determination/Benefit Calculation subsystems
- Case Management
 - Client Scheduling, Client Notices, and Caseload Management subsystems
- Financial Information and Control
 - Benefit Issuance, Child Care, and Benefit Recovery subsystems
- Management Information and Control
 - Reports and Quality Control subsystems
- Employment and Training
 - Work Programs subsystem
- Support Functions
 - Mass Change, Data Exchange, Reference Tables, History Maintenance, Security Maintenance, IVA/IVD Interface, MMIS Interface, and Caretaker Supplement subsystems

Food Stamps

- ✓ Implemented Electronic Benefit Transfer (EBT) in multiple phases in 1999
- ✓ Implemented, over past year, multiple application modifications to reduce FS QC error rates (“FS Reinvestment”) including FS Categorical eligibility changes
- ✓ Automated support for new change reporting rules
- ✓ Cleaned up over 200 maintenance items during 2003

Medicaid & Family Services

- ✓ De-linking of the AFDC and Medicaid eligibility determinations (September 1997)
- ✓ BadgerCare (1999)
 - Wisconsin's adaptation of the federal S-CHIP (State Children's Health Insurance Plan) program
 - Wisconsin's waiver included uninsured parents as well as a premium for certain families based upon income
- ✓ Family Care (2000)
 - Provides Long Term Care needs to Wisconsin's frail elderly and disabled population
- ✓ Medicaid Purchase Plan – MAPP (2002)
 - Wisconsin's adaptation of the Balanced Budget Act of 1999 provision.
 - Wisconsin's adaptation includes a client premium requirement for individuals with income >150% FPL and a Health Employment Counseling program.

Medicaid & Family Services

✓ Caretaker Supplement (2002)

- Automated as a program in CARES
- Cash benefit for families with children of parents receiving SSI (Supplemental Security Income)
- Required as a result of these families losing their AFDC cash benefits due to the TANF reforms of 1996

✓ Family Planning sub-program (2003)

✓ SeniorCare (2003)

- Wisconsin's answer to the need for a Statewide Pharmaceutical Drug Coverage program for seniors 65 years and over
- State administered program

Long-Term Care

✓ LTC Functional Screen

- Designed to collect information about a person's functional status, health, and need for assistance for various Long Term Care programs
- Automated, objective eligibility determination for Nursing Homes and Developmental Disability levels of care for Family Care, PACE/Partnership, Children's LTC Redesign and some Community Waiver programs.
- Real-time access to clinical data

Scope/Impact of CARES Support for Programs

✓ Household and Benefit/Payment Information

- Over 125,000 Food Stamp Cases with over 309,000 individuals served
- Approximately \$20 Million in monthly Food Stamp benefits
- Over 230,000 Medicaid Cases with over 670,000 individuals served
- Over 14,500 W-2 cases with about \$6.0 Million in W-2 payments monthly
- About 28,500 families receiving Child Care assistance
- Over \$25 Million in monthly Child Care payments, serving over 51,000 individuals

Statistics

✓ Key Statistics

- Over 260,000 households, representing over 700,000 individuals
- Over 6,100 users of CARES
- 2.25 million transactions daily (average)

✓ System Information

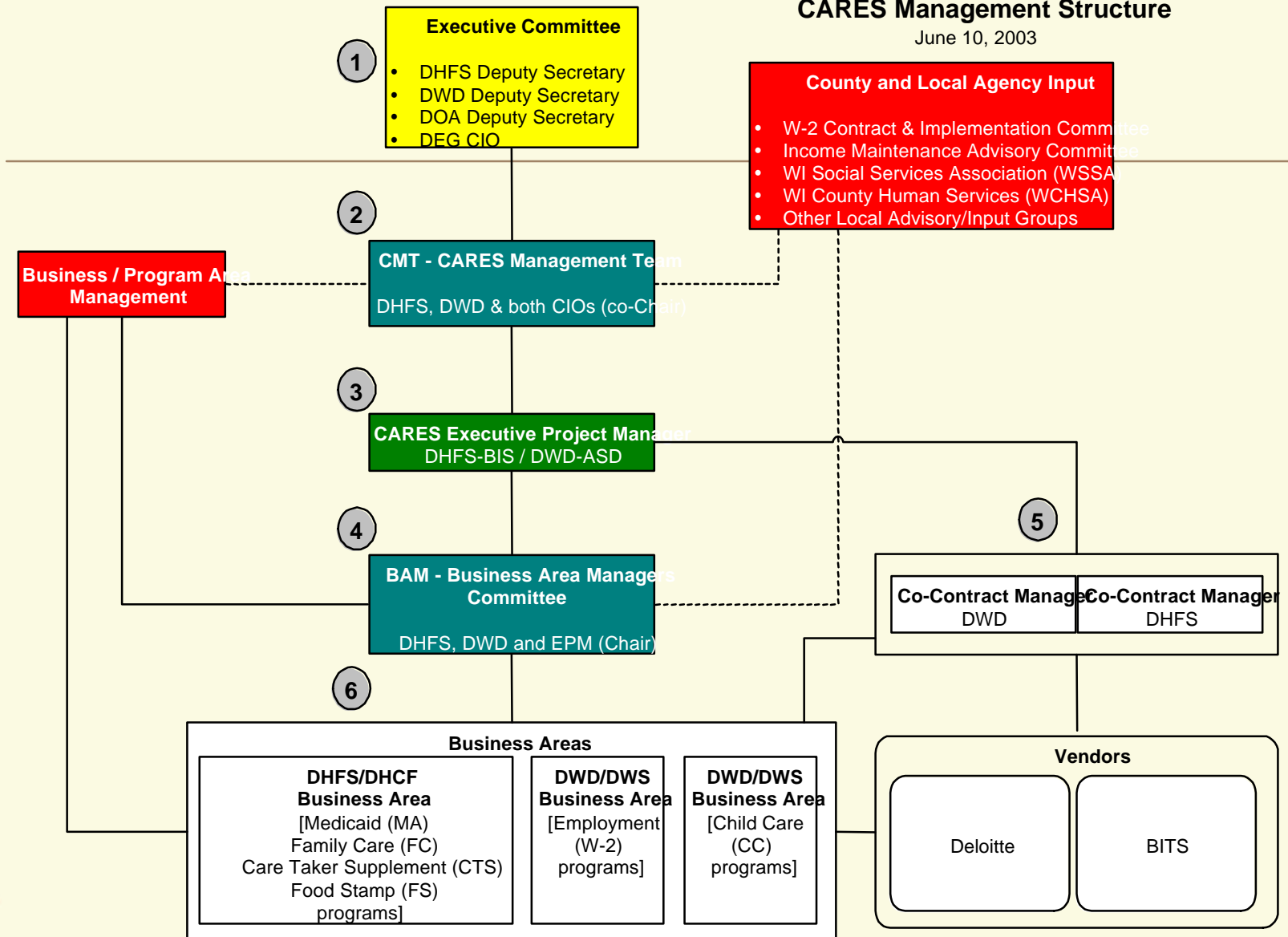
- Largest application in the State of Wisconsin
- 33% of State's mainframe computer processing
- Total Number of Programs: Over 1,900
- Lines of Code: Over 7,900,000
- Year to date 99.98% Online availability

Operating Budget

- ✓ SFY04 Budget: ~\$42,390,000
 - Approx. \$ 6 M for programming changes
 - Approx. \$36 M for CPU/storage, postage, running jobs, production support, communication costs, etc.
- ✓ SFY03 Budget: \$39,873,833
 - SFY03 Actual: \$43,323,829
- ✓ SFY02 Budget: \$38,431,367
 - SFY02 Actual: \$38,416,185
- ✓ Cost-Split - '03 Actuals:
 - DHFS \$31.8 M
 - DWD \$ 11.5 M
- ✓ Cost-Split - '04 Proposed CARES Budget
 - DHFS \$34.9 M
 - DWD \$ 7.4 M

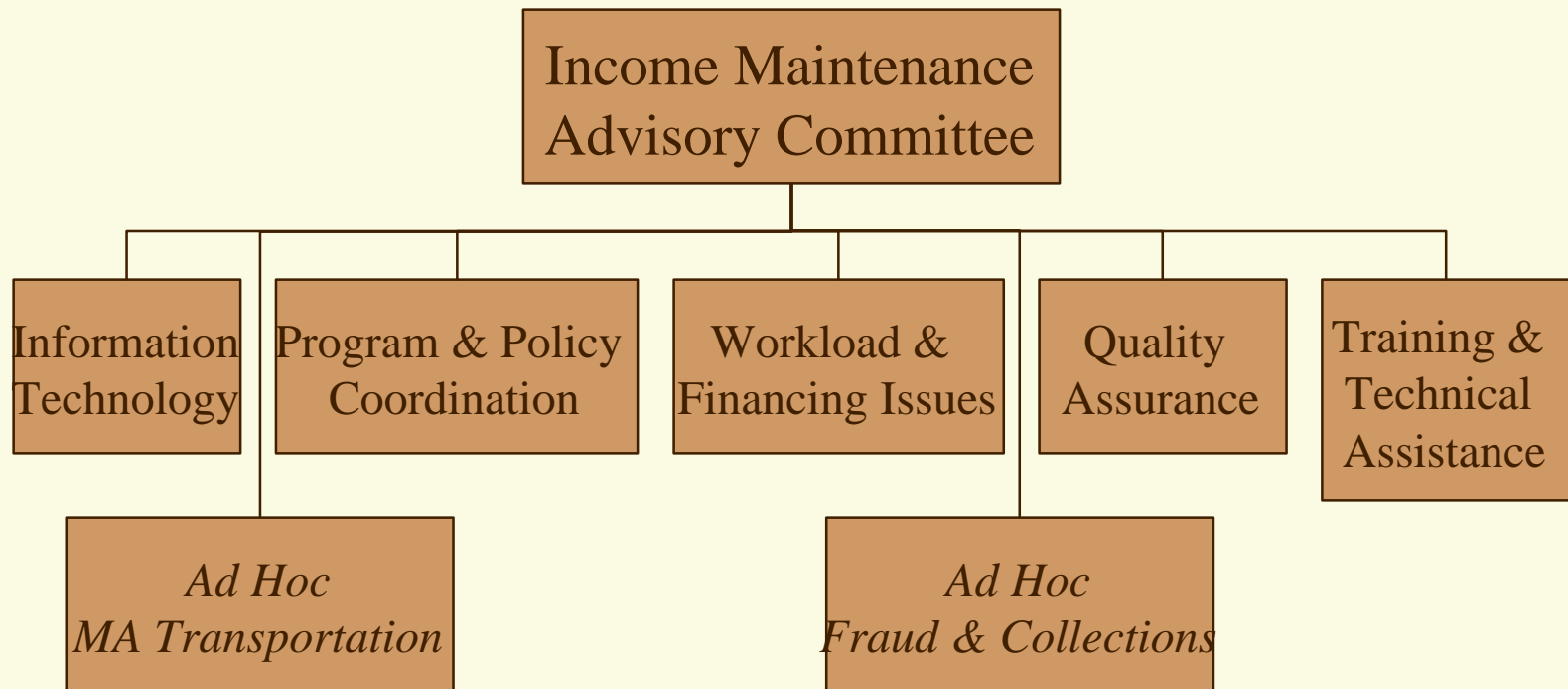
CARES Management Structure

June 10, 2003



denotes advisory role

Local Agency Input



Public Policy Priorities

Year

Program

Mid/late 1990's

Welfare Reform

De-linking AFDC/MA

1999

Badger Care

2000

Family Care

2002

SSI – Caretaker Supplement

2003

SeniorCare

Family Planning Waiver

2003

SeniorCare Renewals

Future Focus

FS Payment Accuracy

2004 - 2005

Workload Reduction Initiatives

FS Grant deliverables

Impl. '03-05 Budget Changes

Challenges

- ✓ Mainframe based application which limits ease of use - it's not "intuitive"
- ✓ Workers receive too many alerts
- ✓ Client notices need to be improved
- ✓ Need to continue to improve Data Exchanges
- ✓ Ongoing program simplification
- ✓ So many user ID's/passwords
- ✓ Mainframe processing costs
- ✓ Program complexity - Federal/State rules

Strengths

- ✓ Integrated system for most programs of assistance
- ✓ Critical mass of programs centralized into one Department is cost efficient

Strategic Direction

✓ Workload reduction initiatives

- Reduce work by automating more of local agency worker tasks
- Change automated system in ways to make it easier to use
- Encourage local agencies to use other county's established Change Centers (or maybe a state-run Change Center) to reduce work on their own eligibility workers
- Calculate savings in workload equal to reduction in funding

✓ Medicaid and Food Stamp program policy coordination

✓ “Delight all users” with ease of use of the application

Key Projects - Policy and System Changes/Dates

- ✓ Alerts reengineering - reduce number
- ✓ Automated Case Directory (9/03)
- ✓ Auto-updates
 - State Wage - New Hire (FEIN) - (9/03)
 - SSA (Summer '04)
 - KIDS (Fall '04)
- ✓ Web Based user interface for Application Entry and Client Registration (9/04)

Key Projects - Policy and System Changes/Dates

- ✓ Notice Redesign - Multiple Phases
 - Eliminate unnecessary notices (9/03)
 - Combine Medicaid programs- 4 categories (11/03)
 - Upgrade printing/formatting capabilities (12/04)
- ✓ Food Stamp Reduced Reporting
 - Phases 7/03, 1/04, 7/04
- ✓ Web Self-Service (Screener, Query, Application, Change) - Demonstration '04
- ✓ Scanning Verification Project

A graphic of a spiral-bound notebook with a brown cover and a cream-colored page. The spiral binding is on the left side. The text "Questions?" is written in a brown serif font at the top of the page, followed by a horizontal line. Below the line, the text "Thank you!" is written in a bold brown serif font.

Questions?

Thank you!